

**CITY OF RIVERSIDE**  
**HUMAN RESOURCES DEPARTMENT**  
**CLASSIFICATION SPECIFICATION**

---

**TITLE: BUSINESS SYSTEMS SUPPORT TECHNICIAN**

**DEFINITION**

Under general supervision, to perform a variety of routine para-professional and technical duties in the areas of systems analysis and testing, system troubleshooting and business policies and procedures review; to assist in the implementation of computer systems for the Public Utilities Department; to provide user support and to assist in additional system module implementation including vendor upgrades; to provide responsible assistance to higher level management staff; and to perform related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

This is the entry level classification in the Business System Support Series. This class is distinguished from the Business System Support Analyst by the lesser degree of difficulty and complexity of work performed and by the lesser degree of independent judgement exercised and supervision received. Incumbents in this class perform routine technical and para-professional work and have a large role in serving as the first point of contact with users regarding system problems. Incumbents in this class also have a significant role in the preparation of procedure and training documentation with less over-all time/emphasis in the area of system analysis and recommendation of system solutions.

**REPORTS TO:** Business System Support Manager, or other management staff as assigned.

**SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Business Systems Support Manager or other management staff as assigned.

**EXAMPLES OF DUTIES**

Typical duties may include, but are not limited to, the following:

- Assist in routine system testing, user documentation, and implementation of added systems features.
- Perform routine system analysis; test and recommend system solutions.
- Communicate with system users as the first point of contact regarding system problems; provide responsible and effective support to system users.
- Perform routine procedural audits; identify areas to be considered for improved efficiency.
- Analyze and troubleshoot routine system problems; identify proposed solutions.
- Conduct defined user system training at beginning and intermediate levels.
- Prepare procedure and training documentation.
- Prepare and design routine system generated reports.

**QUALIFICATIONS**

**Knowledge of:**

- Customer information, accounting, work order systems.

- Sound business and finance policies and procedures.
- Principles of computer systems and procedures.
- Principles of internal control.
- Modern database applications, including financial, word processing, statistical, database, graphics and spreadsheets.
- Integrated computer systems.

**Ability to:**

- Prepare detailed analysis of processes and procedures.
- Troubleshoot system problems and recommend solutions.
- Perform operational analysis of procedures.
- Develop procedures and training materials.
- Develop and execute sound functional testing procedures.
- Communicate effectively orally and in writing.
- Establish and maintain effective working relationships with users and management.
- Perform and meet tight deadlines.
- Recommend system and procedural solutions.

**Education and Experience:**

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: High School graduation or satisfactory equivalent.

Experience: Four years of responsible experience in automated system implementation including the areas of customer service, billing, financial analysis, and development of policies and procedures.

**MEDICAL CATEGORY:** Group 1

**NECESSARY SPECIAL REQUIREMENT**

Possession of an appropriate, valid class "C" California Motor Vehicle Operator's License.

**CAREER ADVANCEMENT OPPORTUNITIES**

**FROM:** Business Systems Support Technician

**TO:** Business Systems Support Analyst